Internet

Service Description

Admin provides internet services to users of the state network via redundant connections to two separate internet service providers (ISP) in order to ensure high levels of availability.

1. **Internet:** Users of the MetroNet can access the internet through Admin-provided internet. Admin routes internet traffic through diverse connections to two internet service providers. Admin-provided internet is designed to offer additional redundancy not typically provided through a single ISP.

Service Notes*

- Agencies must have enough MetroNet bandwidth to cover their internet bandwidth.
- Existing infrastructure within the building may impact internet performance from an end-user device perspective.

*See Service Detail for additional important Service Notes and Customer Responsibilities.

Customer Benefits

- **Cost savings –** Less expensive than internet access from a separately contracted ISP.
- **Efficiency –** Sharing common resources allows for more cost-efficient operations and support.
- **Continuity –** This service provides a level of redundancy allowing for recovery from ISP failures.
- **Agility –** Admin can adjust to agency needs quickly to help minimize impacts to business.
- **Support –** Monitoring, response and end-to-end fault resolution by trained, skilled Admin technical staff to help ensure internet availability.

Service Rates

Service Offering	Cost per Month
Internet	Contact ARM

Internet – Service Detail

This Admin service includes:

Support and Administration

- Brokering with and managing vendor relationships with Admin's two preferred internet service providers to ensure redundant connections.
- Support for the agency's initial access to Admin's preferred internet service providers.
- Incident resolution services through the DTO Service Desk.

- 24/7 monitoring and alerting on the internet service.
- Provision, install and configure expansions to the internet service.
- Perimeter defense capabilities.
- Distributed Denial of Service (DDOS) protection.

Related Services

An internet customer might also be interested in these Admin services which are offered separately:

- MetroNet
- Local Area Network

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Internet performance may vary based on location of the facility, existing/local infrastructure, geography, etc.
- Planned maintenance is performed Sunday between the hours of 6–10 a.m.
- Admin will provide guidance to customers in estimating internet data usage to ensure the agency's budget estimates for this service are consistent with the customer's forecast growth trends; and can be fulfilled by Admin and/or a qualified vendor.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Agency is responsible for configuring its customer premise equipment (CPE). Admin offers management of CPE for a separate charge (see Local Area Network Service).		X
Ensure appropriate firewalls are in place to meet agency requirements. Admin offers firewall service for a separate charge (see Local Area Network Service).		X
Assign public IP addresses.	X	
Ensure redundant connections to the internet.	X	
Troubleshoot and resolve performance issues with ISPs.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.